

Family Care Partnership Managed Care Organization (MCO) Scorecard

ARC and DRC of Milwaukee County

This scorecard should be used for comparing MCOs, not for comparing between the Family Care and IRIS (Include, Respect, I Self-Direct) programs.

Star ratings are reflective of statewide data and are not specific to county-level performance.

| | Community Care, Inc. | iCare |
|--|--|--|
| Member Survey | | |
| Overall Satisfaction | ★★★ | ★★★ |
| Care Team Responsiveness | ★★★ | ★★★ |
| Care Team Quality of Communication | ★★★★ | ★★★★ |
| | | |
| Quality and Compliance | | |
| Overall Quality Standards | ★★★★★ | ★★★★★ |
| Rights and Protections | ★★★★★ | ★★★★★ |
| Provider Choice and Timely Services | ★★★★★ | ★★★★★ |
| Grievance System | ★★★★★ | ★★★★★ |
| | | |
| Care Team Characteristics | | |
| Care Manager Turnover | ★★★ | ★★★★★ |
| Nurse Turnover | ★★★★ | ★★ |
| Care Manager to Member Ratio | 1:63 | 1:39 |
| Nurse to Member Ratio | 1:60 | 1:61 |
| Nurse Practitioner to Member Ratio | 1:111 | 1:183 |
| | | |
| Additional Information | | |
| Website | www.communitycareinc.org | www.icarehealthplan.org |
| Email | info@communitycareinc.org | info@icarehealthplan.org |
| Address of Closest MCO Office * Appointment-only office | 3220 West Vliet Street Milwaukee, WI 53208 | *1555 N RiverCenter Dr, Suite 206 Milwaukee, WI 53212 |
| Phone Number | 414-231-4000 | 800-777-4376 |
| Provider Directory | www.communitycareinc.org/members-families/provider-directories | www.icarehealthplan.org/FindProvider |
| Type of Agency | Not for profit | For Profit |
| Number of Counties the MCO Serves | 9 | 5 |

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor

Star Ratings Quick Guide

Family Care Partnership Managed Care Organization (MCO)

| | |
|---|--|
| Member Survey <i>(Source: DHS 2018 Member Satisfaction Survey - 995 Survey Responses, 37% Response Rate)</i> | |
| Overall Satisfaction | Overall, how satisfied are members with their MCO? |
| Care Team Responsiveness | Can you contact your care team when you need to? How often do you get the help you need? |
| Care Team Quality of Communication | Does your care team speak to you clearly, carefully, and respectfully? |
| | |
| Quality and Compliance <i>(Source: 2018-2019 MetaStar Quality Compliance Review)</i> | |
| Overall Quality Standards | Does the MCO meet state standards for providing quality services? |
| Rights and Protections | Does the MCO protect member rights? |
| Provider Choice and Timely Services | Does the MCO give members a good choice of providers and minimize gaps or delays in your services? |
| Grievance System | Does the MCO work with members to resolve disputes timely and keep them informed? |
| | |
| Care Team Characteristics <i>(Source: 2016-2018 Statewide MCO Data Submissions)</i> | |
| Care Manager Turnover | How often do care managers leave the MCO? |
| Nurse Turnover | How often do nurses leave the MCO? |

Updated: 12/16/2019